

Diagnostic Manager

Advanced Installation Guide

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Technical Support

For information about Metalogix Technical support visit http://metalogix.com/support.

Technical support specialists can be reached by phone at +1-202-609-9100. The level of technical support provided depends upon the support package that you have purchased. Contact us to discuss your support requirements.

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Welcome to Metalogix Diagnostic Manager

Metalogix Diagnostic Manager is a powerful and intuitive monitoring solution that primarily helps administrators ensure the health of their SharePoint environment and the performance of their SharePoint applications. It saves time and money by dramatically reducing administrative overhead for IT and ensuring SharePoint business user productivity. Administrators can also use Diagnostic Manager to monitor servers, client machines, and Web pages not associated with a SharePoint environment.

Metalogix Diagnostic Manager provides real time monitoring from a single console, enabling you to quickly identify, diagnose, and resolve performance and availability problems. It also provides critical information for capacity planning by storing historical performance data of all the monitored servers. It monitors in real time, providing a comprehensive set of metrics that enable administrators to quickly pinpoint performance and availability issues related to server performance, resource usage and poorly performing HTML controls, solutions and Web controls.

Key features include the following:

- Continuous, automated monitoring from a central console.
- Intuitive dashboard user interface for an "at-a-glance" view of SharePoint and server health.
- Page component level performance analysis.
- Summary and detail performance metrics.
- Automated alerting of poorly performing pages, controls and server performance issues.
- Repository of historical performance for trending and analysis.
- Comprehensive reporting.
- Centralized SharePoint Unified Logging System (ULS) logging for all SharePoint servers in the farm.

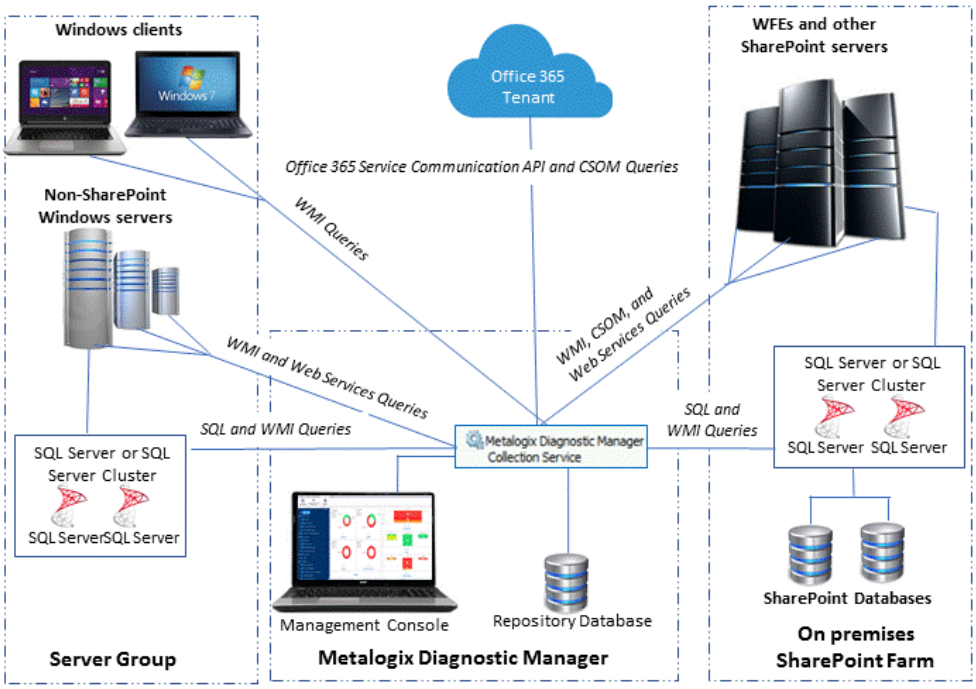
How does Metalogix Diagnostic Manager help me?

Metalogix Diagnostic Manager lets you monitor and analyze your Microsoft SharePoint farms, servers, ULS logs, and pages. The ways in which Diagnostic Manager can facilitate a number of tasks is described in the following table.

Task	How
Offers easy installation and use.	Installs quickly, enabling immediate performance access to any page. A typical installation takes less than 30 minutes. Additionally, the easy-to-use UI makes it very easy to identify all performance issues on a single page.
Solve SharePoint performance problems even when SharePoint is not available.	Because Metalogix Diagnostic Manager runs outside of SharePoint, you have access to historical data, alerts issued, up to the minute performance information, and much more for all SharePoint servers in your farm. Metalogix Diagnostic Manager helps eliminate the risk of

Task	How
	spending hours trying to find out what might have caused your SharePoint environment to fail or perform badly.
Take control of your SharePoint health.	Continuously monitor, diagnose, discover, analyze and fix SharePoint performance and availability issues efficiently. Quickly understand why your SharePoint servers are not performing well or why pages are taking long to load.
Out-of-the-box monitoring.	Instant and automatic monitoring of all SharePoint farm servers without the need to develop any kind of script. Take advantage of built-in default options to start monitoring your SharePoint servers immediately.
Provides accurate and clean server-side performance metrics.	Understand the real impact of the server-side performance metrics without interference from browser type, location, operating systems and connection speed. Have control of how an application is behaving in its 'raw' state, and easily determine any application performance issues.
Quickly identifies worst performing page controls.	Immediately identify the worst performing HTML controls, solutions and Web controls by quickly analyzing their load time, size and type.
Collects component-level results.	Powerful collection of page control elements that clearly differentiates page loading, execution, or rendering of individual page elements. Quickly and easily identify what is impacting page performance, without guessing!
Provides true SharePoint-specific analysis.	Enables true visibility into SharePoint by exposing the inner workings of server controls, solutions, menus and other page elements. Using advanced methods, Metalogix Diagnostic Manager allows clear analysis of all the Web page controls and parts before they are rendered into HTML and delivered to the user.
Quickly identifies any potential problems for any servers in the farm.	Provides notifications of any potential problems found in any of the SharePoint ULS logs for any of the servers in the SharePoint farm. (SharePoint 2010, 2013, and 2016)
Monitor the health of Office 365 tenants	Provides status information for Office 365 services (including SharePoint Online, Exchange Online, and Skype for Business) and their features.

Product Components



Management Console

The Management Console is a centralized, intuitive user interface from which you monitor, review, and analyze your SharePoint deployment, as well as groups of non-SharePoint server and Windows clients. From the Management Console you can configure Metalogix Diagnostic Manager and select the SharePoint farms and Server Groups from which you want to collect data as well as the pages to monitor.

You can install the Management Console on multiple machines that share a single Collection Service. Each Administrator can use the console to help manage their portion of monitored farms and Server Groups. Multiple Management Consoles can connect to the same Collection Service at the same time.

Collection Service

The Collection Service runs on a computer that you specify and collects data from your SharePoint On-Premises farms and/or Office 365 tenants as well as Server Groups. Your enterprise network can have multiple Collection Services installed, but the Management Console can only contact a single Collection Service at a time.

If the Collection Service encounters errors, it automatically logs them to the Windows Event Logs. You can use the Event Viewer to review the logs when errors occur.

TCP/IP Ports Used by the Collection Service

The Management Console uses ports 5292 and 5294 to communicate with the Collection Service. You must allow outbound communications on ports 5292 and 5294 from the computer that hosts a Management Console to the computer that hosts the Collection Service. You must allow inbound communications on ports 5292 and 5294 on the computer that hosts the Collection Service.

If necessary, you can change this port. Contact Metalogix Technical Support for assistance to change the port.

The Collection Service uses the Windows Management Interface (WMI) to collect information about the servers in monitored SharePoint farms. If you want to collect information about your servers, you must allow communications from the computer that hosts the Collection Service to the servers in monitored SharePoint farms over these ports.

When the Collection Service performs Page Availability, Load Time, or Page Component Analysis tests on monitored pages, it uses whatever port is specified in the URLs you supply. If no port is specified, the default Web Server port is used.

Repository Database

The Metalogix Diagnostic Manager Repository stores the data that the Collection Service collects from your SharePoint deployment. You use the Management Console to review the data and to manage Repository grooming. You specify the Microsoft SQL Server database to host the Repository when you install the Collection Service.

Component Analysis Solution

The Metalogix Diagnostic Manager Component Analysis solution helps the Collection Service gather data about the page load times, the solution load times, ULS logging, and other information for SharePoint on-premises farms. The Component Analysis Solution uses a separate installer, which is itself installed by the Diagnostic Manager product component installer. You can install the Component Analysis solution on any Web front end in your farm. As with other solutions, SharePoint automatically replicates it to the other WFEs in your farm.

System Requirements

You can install Metalogix Diagnostic Manager on any computer that meets or exceeds the hardware, software, and permission requirements. When you install multiple components on a single host computer, the computer should meet or exceed all of the requirements for the components.

Consider the following requirements when you install Metalogix Diagnostic Manager in a typical environment.

- Hardware Requirements
- Software Requirements
- Permission Requirements

Hardware Requirements

Metalogix Diagnostic Manager requires the following hardware on any computer that hosts a component.

Hardware Type	Requirement
CPU	2 GHz
Memory	1 GB
Hard Drive Space	200 MB total for all components

Software Requirements

Metalogix Diagnostic Manager components have the following general software requirements, as well as specific requirements outlined in the following sections. *If a service pack is not specified*, a service pack is not required for that version of the software.

General Software Requirements

You must have Microsoft Internet Explorer 7.0 or later to use the online Help. You must have access to one or more Microsoft SharePoint farms with one of the following installed:

- SharePoint 2016
- SharePoint Foundation 2013
- SharePoint Server 2013
- SharePoint Foundation 2010

- SharePoint Server 2010
- Microsoft Office SharePoint Server 2007 SP1 or later
- Windows SharePoint Services 3.0 SP1 or later

Management Console

The Management Console can run on both 32-and 64-bit computers and requires one of the following operating systems.

Operating System	32-bit	64-bit
Windows Vista Business and Enterprise	√	√
Windows 7	√	√
Windows 8	√	√
Windows 8.1	√	√
Windows Server2008 SP1 and later	√	√
Windows Server 2008 R2		√
Windows Server 2012		√
Windows Server 2012 R2		√
Windows 10		√
Windows Server 2016		√

In addition, you must install Microsoft .NET 4.5 Framework on the computer that hosts the Management Console.

Collection Service

You can run the Collection Service on both 32-and 64-bit computers.

NOTE: If you want to be able to start and stop application pools through the Management Console, the Collection Service must be installed on a machine that has IIS installed.

Operating System	32-bit	64-bit
Windows Vista Business and Enterprise	√	√
Windows 7	√	√
Windows 8	√	√
Windows 8.1	√	√
Windows Server2008 SP1 and later	√	√
Windows 2008 R2		√
Windows Server2012		√
Windows Server 2012 R2		√
Windows 10		√
Windows Server 2016		√

Repository

The computer that hosts the Repository must have the following software installed.

Software Type	Requirement
Operating System	The computer that hosts the Metalogix Diagnostic Manager Repository should meet or exceed the software requirements recommended by Microsoft to run and manage SQL Server.
SQL Server	The Repository requires one of the following Microsoft SQL Server versions: • Microsoft SQL Server2014 • Microsoft SQL Server2012 • Microsoft SQL Server2008 R2 • Microsoft SQL Server2008 Standard and Enterprise Editions

Software Type	Requirement
	• Microsoft SQL Server2016 Standard and Enterprise Editions If your SQL server is configured to enforce encryption using Transport Layer Security (TLS), you will need to ensure that every machine that accesses the Repository database or SharePoint databases is updated to TLS v. 1.2, as described in the Microsoft Support article https://support.microsoft.com/en-us/help/3135244/tls-1.2-support-for-microsoft-sql-server.

NOTE: You must use a complete installation of Microsoft SQL Server to host the Repository. Windows SharePoint Services 3.0 includes SQL Server Embedded Edition. You cannot use SQL Server Embedded Edition to host the Repository database.

Component Analysis Solution

You can install the Component Analysis solution on a Web front end (WFE) in each Microsoft SharePoint farm. SharePoint replicates the solution to every member of the farm. The solution imposes no additional requirements on the servers that host it beyond the requirement to be part of the SharePoint farm.

The solution can use a custom HTTP module to analyze any page that is based on a master page template that includes the AdditionalPageHead placeholder. The solution overrides the default AdditionalPageHead to direct the request to the analysis components. If a Master Page does not include the placeholder, the solution cannot analyze page performance for pages that are based on it.

Remote Connections for WMI and SQL

If WMIs and SQL Server instances used by the Collection Service reside on different servers, it is expected that the necessary ports are open and accepting remote connections.

Refer to the following msdn articles for details:

- For WMI: https://msdn.microsoft.com/en-us/library/aa389290(v=vs.85).aspx
- For SQL Server: https://msdn.microsoft.com/en-us/library/cc646023.aspx

Account Requirements

Installation Account

The permissions required to install each component of Diagnostic Manager are described below.

To install the following component ...	The account you use to log in when you install must ...
Management Console	be a local administrator
Collection Service	• be a local administrator AND • have permissions to create databases on the Microsoft SQL Server that will host the Collection Service Repository database.
Component Analysis Solution	• be a local administrator AND • be a member of the Farm Administrator's group for the SharePoint farm(s) to be monitored.

Collection Service Account

During installation, you will be prompted to supply the service account credentials that are required to create the Repository database and run the Collection Service. This account must have .

- Local Administrator permissions on the computer that hosts the Collection Service.
- membership in the sysadmin role for the SQL Server where the Collection Service Repository database resides.

NOTE: If it is not possible for the account to be a sysadmin, it must at a minimum have dbcreator privileges.

If the Collection Service Account is also going to be used for on premises data collection (which is the default behavior, unless one or more alternate data collection accounts are specified) it must also meet the requirements for Account(s) Used for Data Collection.

Account(s) Used for Data Collection

On Premises Data Collection Account Requirements

For on premises SharePoint farms, data collection is by default performed using the credentials of the Collection Service account. However, whenever you add a farm to monitor, you have the option of specifying different accounts to use for the collection of different types of data.

Account requirements depend on the type of data being collected, as described in the following table.

For the collection of ...	Then the account must have ...
Farm Data	read access to the SharePoint Farm Configuration database.

For the collection of ...	Then the account must have ...
Server Performance	access to the Windows Management Instrumentation (WMI) data for every Windows server and SQL server to be monitored. NOTE: Normally, this is a local administrator account. If it is not possible for the account to be a local administrator, several fine-grained-permissions must be granted instead. However, if the account is *not* a local administrator, you will be unable to start and stop application pools from within the Management Console. Contact Metalogix Support for details.
Page Performance and Availability	the following fine-grained SharePoint permissions to all areas of the farm (Web applications, site collections, sites, lists, and items): • **View items** • **View Application Pages** NOTE: These fine-grained permissions are, by default, included in the Web Application Permission Policy Level **Full Read**.
SQL Server Information	ideally, membership in the `sysadmin` role, which will provide the account with all of the permissions it needs to query the SQL server instance and all of its databases. NOTE: If it is not possible for the account to be a `sysadmin`, several fine-grained-permissions must be granted instead. Contact Metalogix Support for details.
Content Summary Data	the **Site Collection Auditor** role for all site collections within a monitored Web application (which is, by default, included in the Web Application Permissions Policy Levell **Full Read**). EXCEPTION: If you want to monitor the **Central Administration** Web application, the account must have the **Site Collection Administrator** role (which is, by default, included in the Web Application Permissions Policy Level **Full Control**).

Office 365 Tenant Data Collection Account Requirements

If you are monitoring one or more Office 365 tenants, the account used to collect data must be:

- an Office 365 global administrator

AND

- a site collection administrator for each SharePoint Online site collection to be monitored.

Installing and Deploying

You can install and deploy Metalogix Diagnostic Manager in any network environment. You must have at least one Microsoft SharePoint farm deployed to use Metalogix Diagnostic Manager.

Installing the Components

This procedure guides you through a typical install of Metalogix Diagnostic Manager.

You can choose to install some or all of Metalogix Diagnostic Manager components on a given computer.

You can install the **Management Console** on any computer on your network that meets the requirements or on multiple computers on your network.

You install a single copy of the **Collection Service**, which collects data from all monitored farms. The computer that hosts the Collection Service does not need to be a member of a SharePoint farm.

Use the solution installer to install the solution on a single Web front end (WFE) server in each SharePoint farm you monitor. SharePoint automatically replicates the solution to each WFE.

To install components:

1 Using an account that meets Account Requirements for the component(s) you are installing, log on to the computer where you want to install the component(s).

2 Close all open applications.

3 To launch the installer, double-click the Diagnostic_Manager executable.

4 In the Welcome dialog, click **[Next]**. The wizard verifies that it can install the solution.

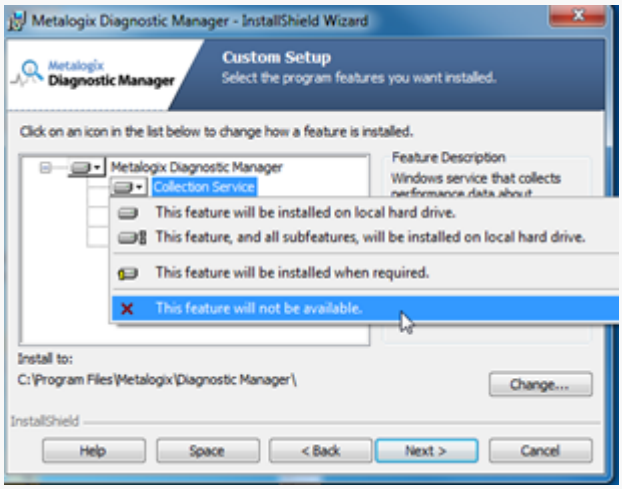
If the Component Analysis Solution Installer can install, click **[Next]**. *If the wizard detects a problem,* click **Abort** to exit the wizard, correct the problem, and then repeat the installation.

5 Check **I accept the terms in the License Agreement**, and then click **[Next]**.

The InstallShield Wizard specifies a default install directory (**C:\Program Files (x86)\Metalogix\Diagnostic Manager**), but you can click **[Change]** and select a different one.

6 Use the information in the following table to determine the appropriate Setup Type.

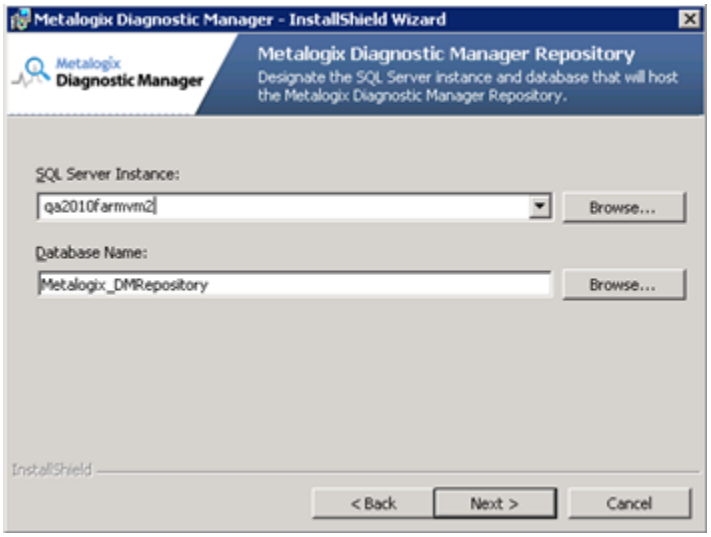
If you want to ...	Then ...
install all components on a single computer	Select **Complete.**
choose the components to install	a. Select **Custom.** b. In the Custom Setup page, for each component you do *not* want to install, choose This feature will not be available from the drop-down.

If you want to ...	Then ...
	

7 Click **[Next]**.

8 *If your installation includes the Collection Service*:

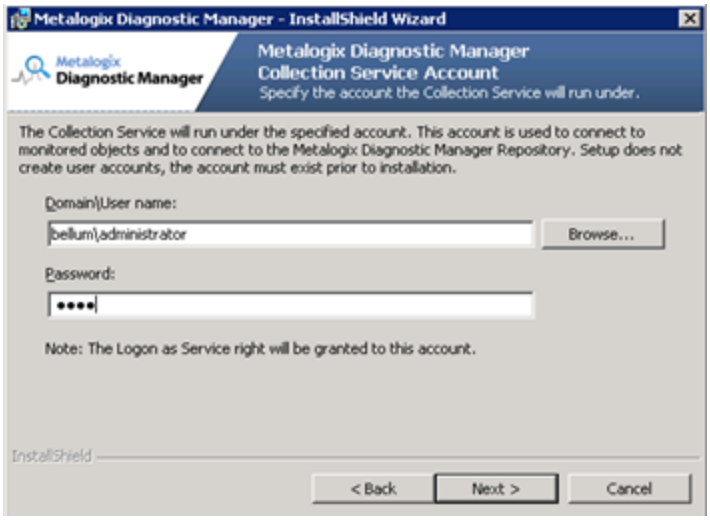
a) On the Metalogix Diagnostic Manager Repository dialog, enter the name of the SQL Server Instance where you want the Repository Database to be created.



If your SQL server is configured to enforce encryption, you may receive the following message: *Unable to connect to the specified SQL server Server instance. [DBNETLIB][ConnectionOpen (SECDoClientHandshake().] SSL Security error...*
You can click **[Yes]** to continue the installation, but before using Diagnostic Manager you will need to make sure that each client machine that accesses the Repository database or SharePoint databases is updated to TLS v. 1.2, as described in the Microsoft Support article https://support.microsoft.com/en-us/help/3135244/tls-1.2-support-for-microsoft-sql-server

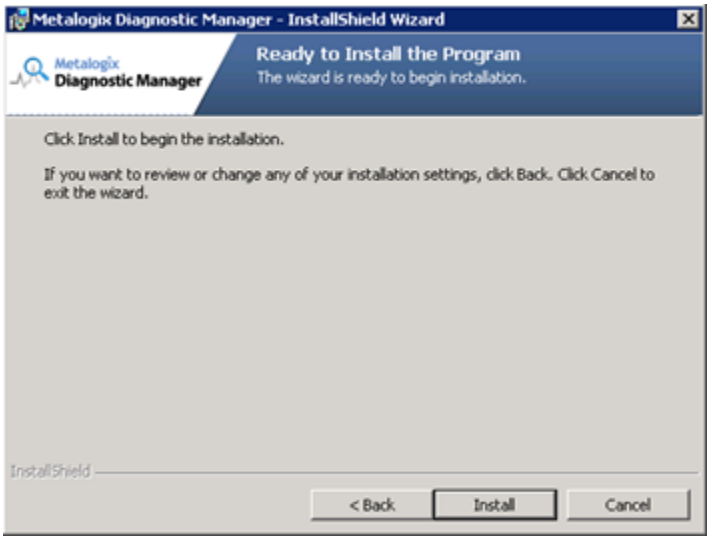
b) Click **[Next]**.

c) On the Collection Service Account dialog, enter the credentials of the account that has been designated as the Collection Service Account.



d) Click **[Next]**.

9 To begin the installation, click **[Install]**.



10 When the installation is complete, click **[Finish]**.

11 Use the information in the following table to determine the appropriate action to take.

If the installation ...	Then ...
includes the Collection Service	continue with Activating Your Diagnostic Manager License.
does *not* include the Collection Service	continue with Registering the First Farm to Monitor.

Activating Your Diagnostic Manager License

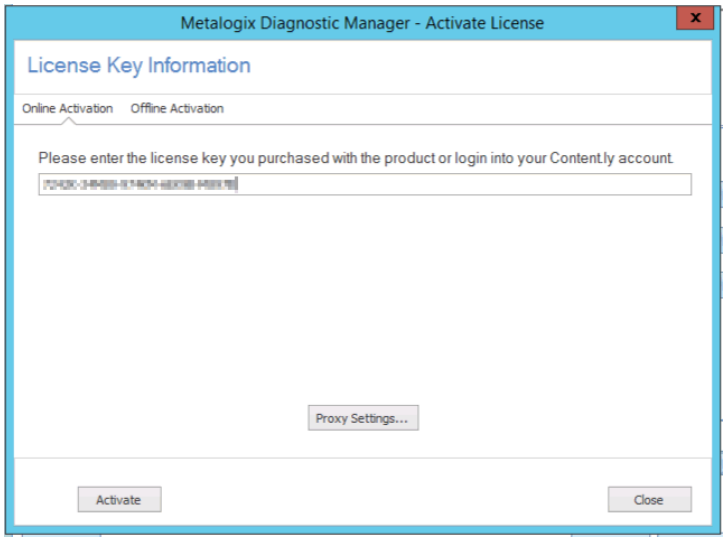
If your installation included the Collection Service, you must activate your Diagnostic Manager license on the server where it was installed.

The conventional way to activate Diagnostic Manager is over the Internet. If the machine on which Diagnostic Manager is installed does not have Internet access or you want to use a secure connection, you can either specify a proxy server to use to connect to the internet, or request a license file from Metalogix to activate the license offline.

NOTE: If you do not activate your license immediately after installing the Collection Service, it will display when you attempt to invoke Diagnostic Manager. You cannot begin to use the application until your license is activated.

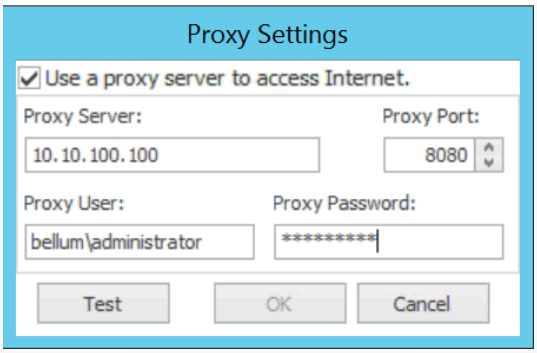
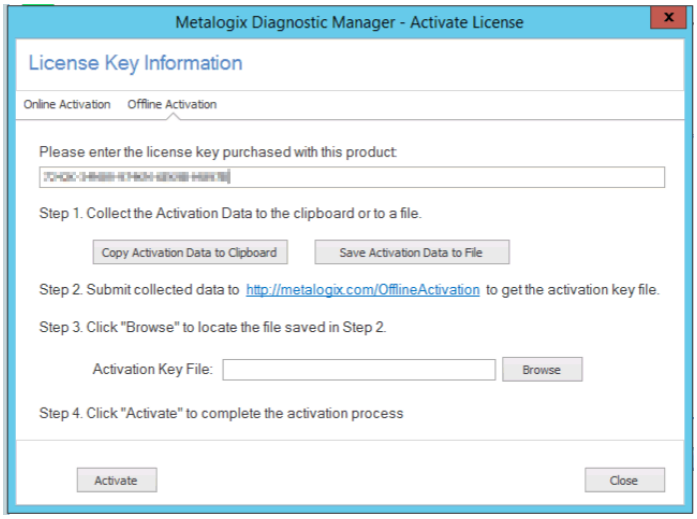
To activate your Diagnostic Manager license:

1. In the Activate License dialog box, enter the license key.



2. Use the information in the following table to determine the appropriate option to use to activate the license.

If ...	Then ...
you want to activate the license online from the local machine	click **[Activate]**.
you want to activate the license online using a proxy	a) Make sure the **Use a proxy server to access Internet** box is checked b) Click **[Proxy Settings...]**. c) Make sure the **Proxy Settings** dialog has been completed with the following information:

If ...	Then ...
	▪ the **Proxy Server** name or IP address and **Proxy Port** or the **Proxy Server** url ▪ the credentials to be used when connecting to the internet. d) To verify connection to the proxy server, click **[Test]**.  e) Click [**OK]** to dismiss the dialog.
you want to activate the license without internet access	a) Switch to the **Offline Activation** tab. b) On the Activate License dialog, enter the license activation key provided by Metalogix.  c) Follow the instructions that display in the dialog to complete the activation process: I. **Collect the Activation Data**. You have the option to either **Copy Activation Data to Clipboard** or **Save Activation Data to (text) File.** II. **Submit collected data to Metalogix.** Go to

If ...	Then ...
	http://www.metalogix.com/Support/OfflineActivation.aspx and follow the instructions for submitting your activation data. When your activation key is returned, you have the option of copying it to the clipboard or saving it to a data file. Make sure that you choose the option to save to a data file as it is the only method that the Activate License dialog allows. III. Upload the **Activation Key File** obtained from Metalogix to the Activate License dialog. IV. Click **[Activate]**. d) When the License activation succeeded message displays in the lower-left corner of the dialog, click **[Close]**. Installations using offline activation must be manually refreshed every 365 days. If you originally activated your Diagnostic Manager license offline and it has been active for more than 365 days, when you launch the Management Console the splash screen may display a message that your license has expired.

Registering the First Farm to Monitor

If your installation includes the Collection Service, you will be prompted to **Register First Farm to Monitor**. You must add the farm to the Management Console before Metalogix Diagnostic Manager can provide you with data.



NOTE: If you choose **[Continue without registering a farm]**, you can do so at a later time from the Diagnostic Manager Management Console. Refer to the *Metalogix Diagnostic Manager User Guide* for details.

Before Registering a Farm to monitor:

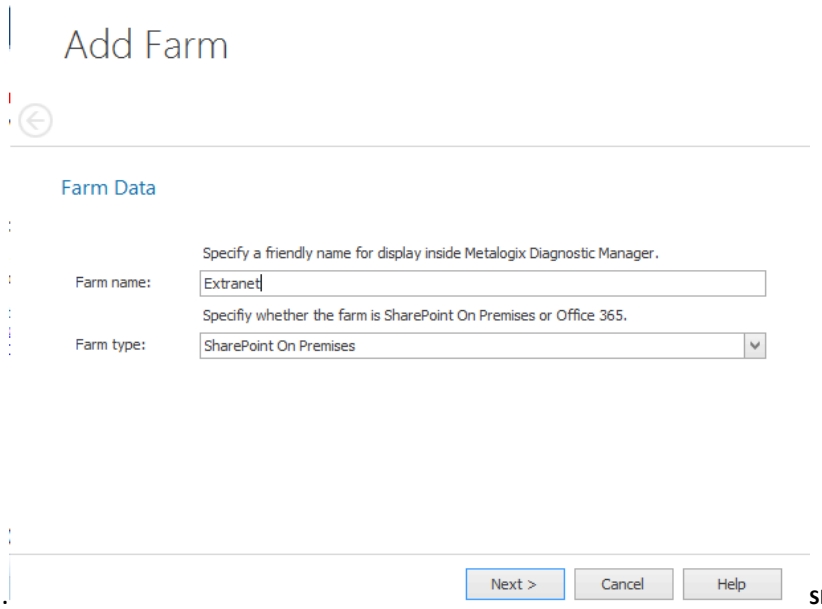
Make sure the account(s) you will be using for data collection meet the requirements for Account(s) Used for Data Collection.

To add the first farm to monitor:

1 Click **[Begin monitoring a SharePoint farm]**.

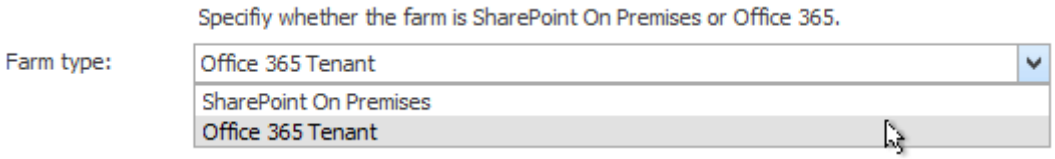
3 For **Farm name**, enter a "friendly" name that you would like to have appear in the Management Console.

NOTE: This name appears only in Diagnostic Manager and does not need to match any other name for the farm that is used outside the product.



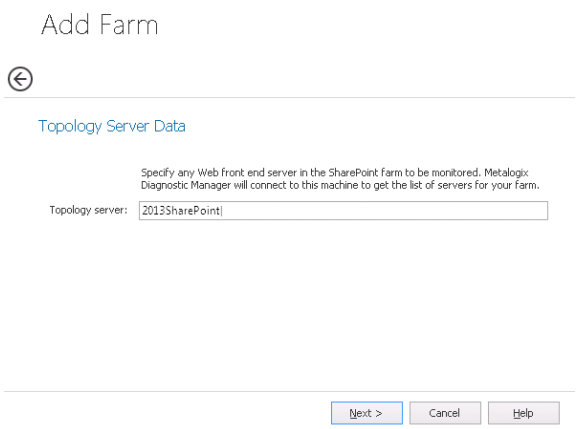
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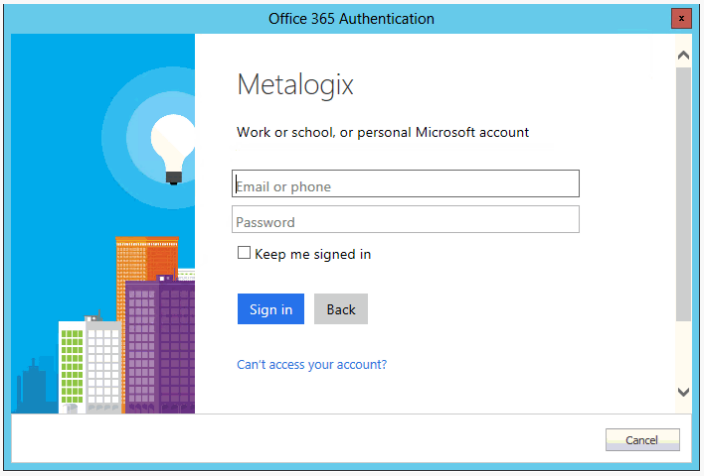
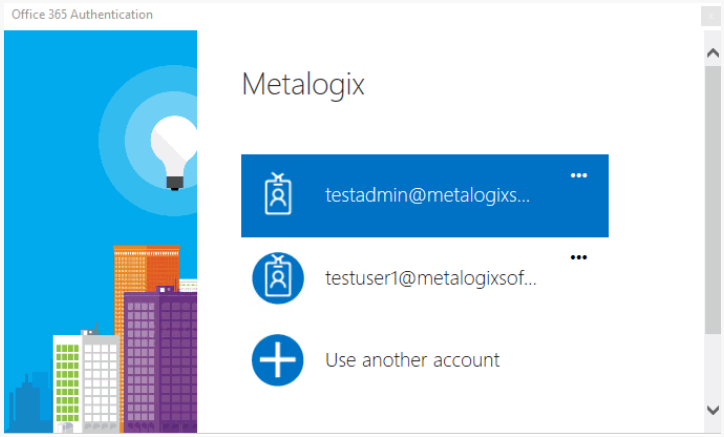
4 If you are adding an **Office 365 Tenant** (rather than a SharePoint On-Premises farm), change the value in the **Farm type** drop-down.

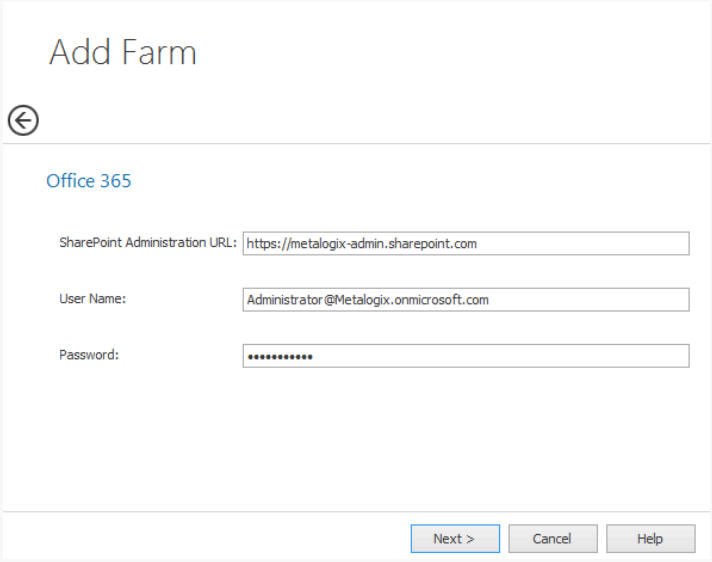


5 Click **[Next]**.

6 Use the information in the following table to determine the appropriate action to take.

If you are adding ...	Then ...
a SharePoint On-Premises farm	for **Topology Server Data**, enter the name or IP address of any Web front end  The Collection Service contacts the server that you specify and uses information from the registry on the Topology Server to locate the SharePoint configuration database. The Collection Service then queries the configuration database to determine the servers that make up the farm and the roles the servers play.
an O365 Tenant	The **Office 365 Authentication** dialog displays.

If you are adding ...	Then ...
	 NOTE: If you have previously added an O365 Tenant to Diagnostic Manager, the dialog displays any previously-authenticated accounts.  Click **Use another account** to authenticate different O365 Tenant credentials. a) Enter the **Name** and **Password** of the Office 365 account used to access the administration site, which will be used to authenticate with Office 365. b) After dismissing the **Office 365 Authentication** dialog, on the Add Farm - Office 365 page enter the Office 365 Administration URL and re-enter the credentials (Diagnostic Manager will use this information to collect Content Summary data) That is: • **SharePoint Administration URL** - The url of the Office 365 administration site for your organization

If you are adding ...	Then ...
	• The User **Name** and **Password** of the Office 365 account used to access the administration site 

7 Click **[Next]**.

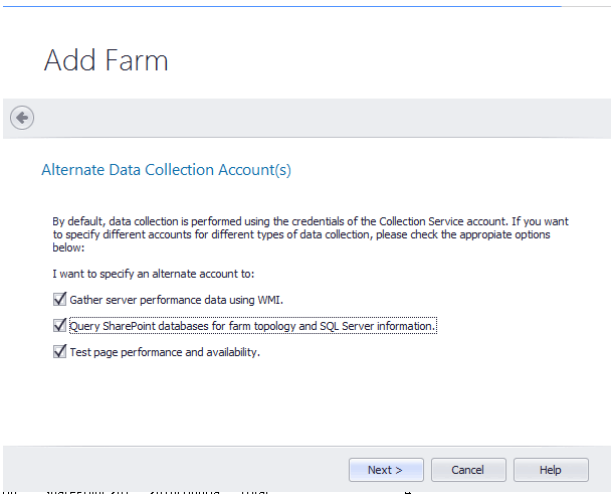
8 Use the information in the following table to determine the appropriate action to take.

If you are adding ...	Then ...
a SharePoint On-Premises farm	go to the next step.
an Office 365 Tenant	go to Step 10.

9 If you are adding a SharePoint On-Premesis farm and want to collect data using credentials other than the Collection Service Account specified when the Collection Service was installed:

a) Check the appropriate option(s):

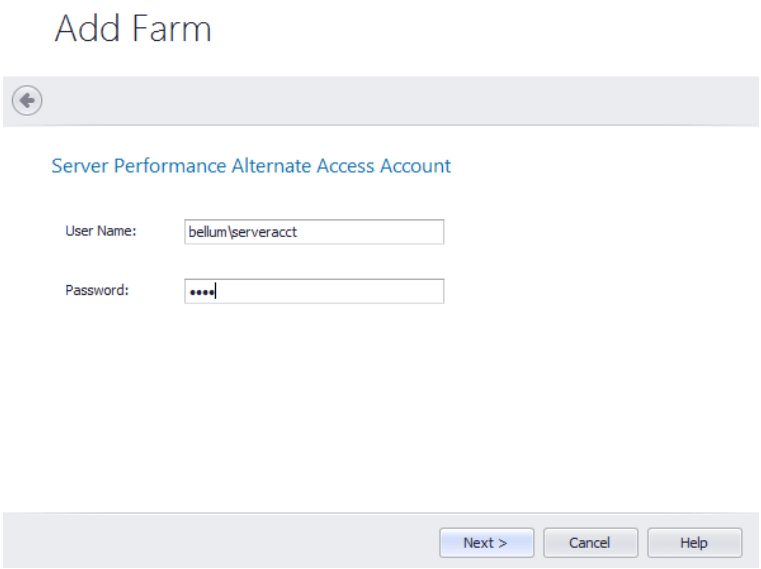
- **Gather server performance data using WMI**
- **Query SharePoint database for farm topology and SQL Server information**
- **Test page performance and availability**



b) Click **[Next]**.

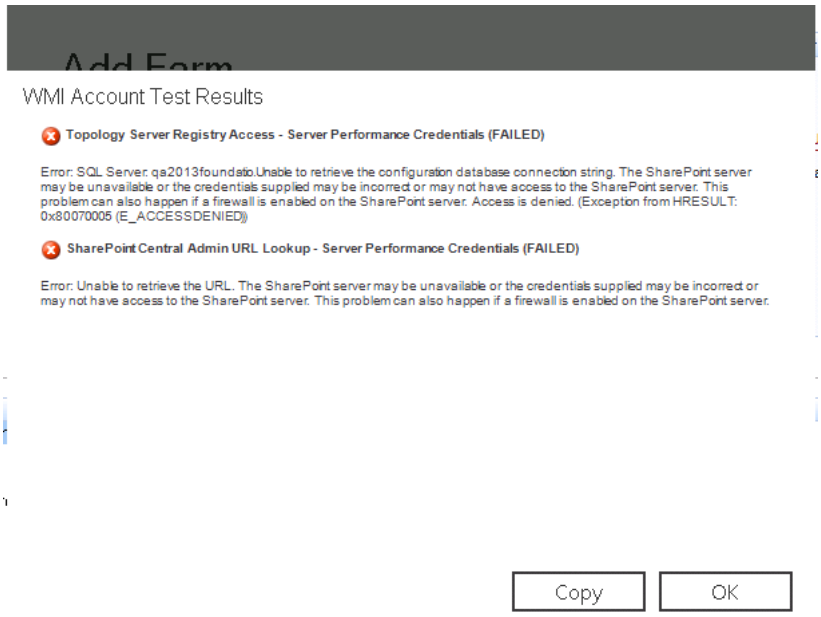
For each option you selected, you will be prompted to enter credentials for the alternate account.

c) Enter the **User Name** and **Password** for an account that has the appropriate permissions.



NOTE: Remember to enter the *full* account name (for example, domain\user name).

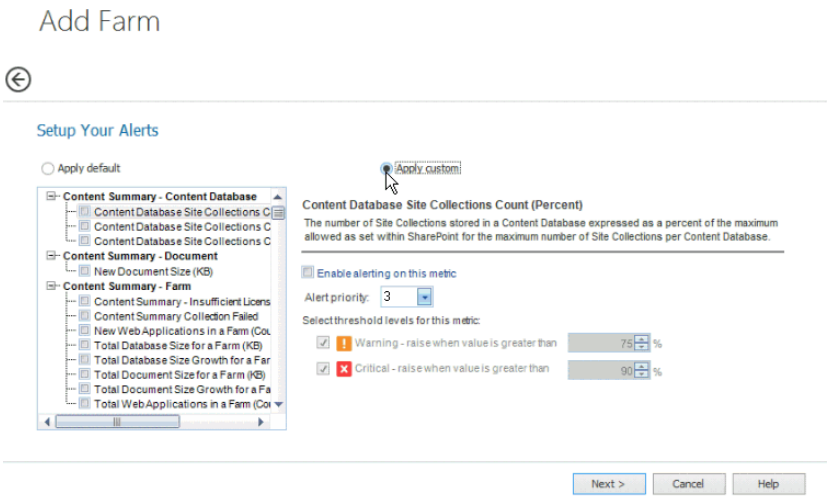
If an account fails validation, an error message displays in the Account Test Results dialog.



If you want to copy the text of the message to the clip board, click **[Copy]**. You can then paste the information into another program. Click **[OK]** to dismiss the dialog, then fix the issue and re-enter credentials. When credentials have been succsssfully validated, click **[Next]**.

10 For **Setup Your Alerts**, either **Apply default** or select **Apply custom** and select/deselect individual alerts and/or adjust the thresholds that you want to apply for the farm.

NOTE: If you change the **Alert priority**, you can sort the **Priority** column in the Alerts view according to relative importance.



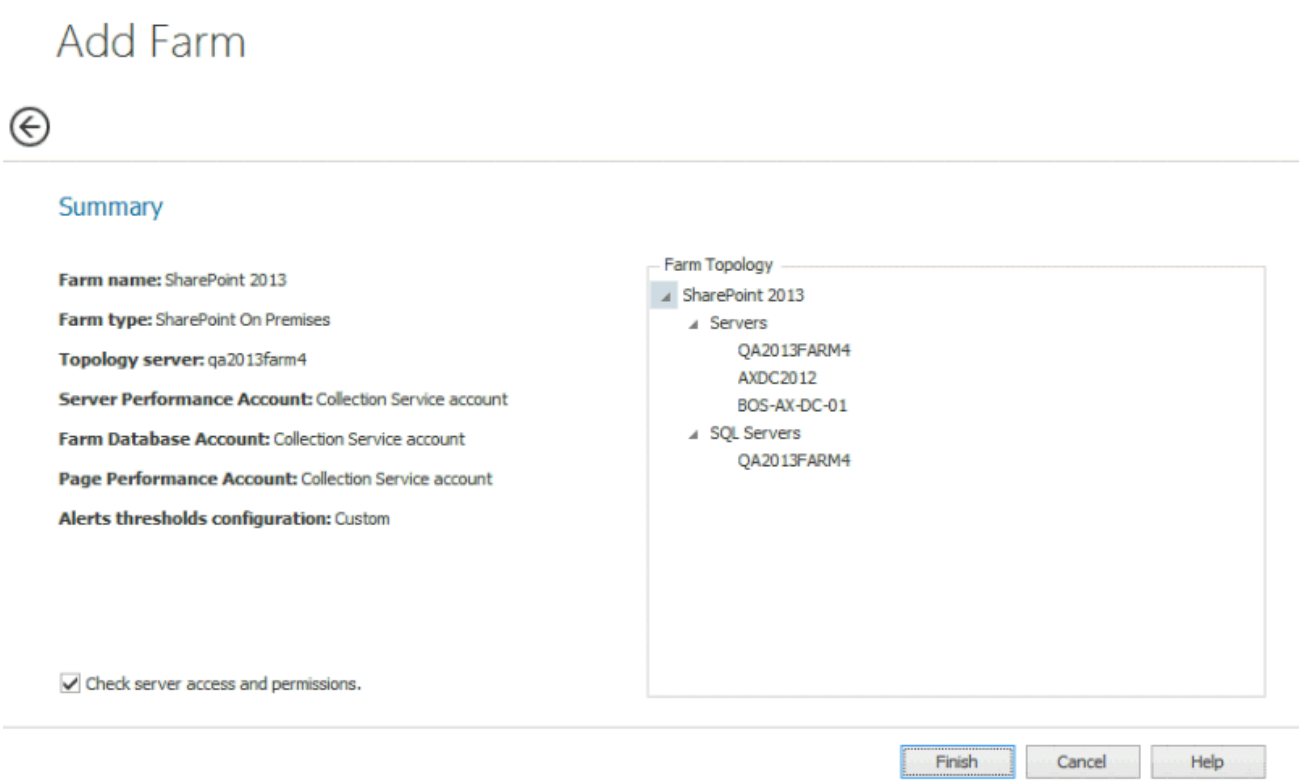
11. Click **[Next]**.

    A Summary of the data you specified on the previous dialogs displays.

12 If you are adding a SharePoint 2010, 2013, or 2016 On-Premises farm and want to **Check server access and permissions** for all servers in the farm, check this box. (This option is unavailable for SharePoint 2007 farms).

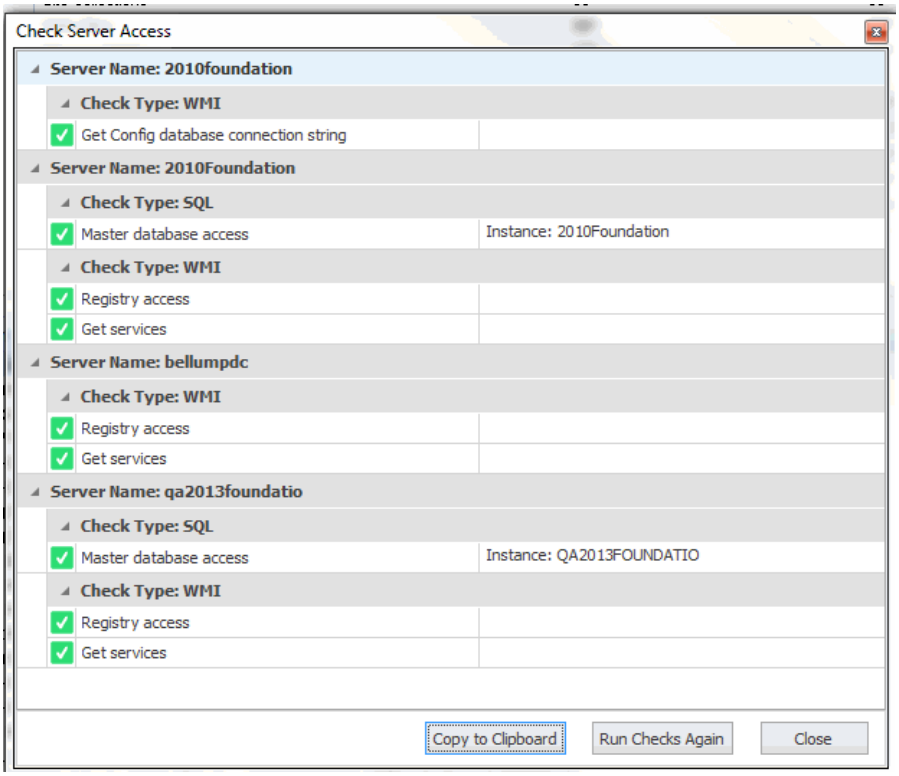
If you uncheck this box, the server access and permissions check will be skipped.

NOTE: You can perform this check at any time from within the Management Console using the **Check Server Access** option.



If **Check server access and permissions** was selected on the Summary dialog, when you click **[Next]**, the following information will display for each server in the farm:

- For a farm Topology server, access to the Config database connection string
- For each server in the farm:
  - WMI access to
    - Windows Registry, and
    - Windows Services
  - access to the master database of each SQL Server instance.



If the account fails any of the server access and permissions checks, you can fix the issue on the affected server(s) then **[Run Checks Again]**.

12 Click **[Finish]** to add the farm to the Management Console tree

The Collection Service stores the list of monitored farms in the Repository. Any user of the Management Console can add farms to the Collection Service or review any of the collected data.

Installing the Component Analysis Solution

After you have installed the Component Analysis Solution installer (as part of the Diagnostic Manager Component installation), you can install the solution itself on any Web Front End Server within a monitored on-premises SharePoint farm.

To start the Component Analysis Solution Installer

1 Using an administrator account, log on to the computer where you want to install the solution.

2 Close all open applications.

3 Do one of the following;

- From the Start menu, choose All Programs > Metalogix > Diagnostic Manager > Component Analysis Solution Installer [version].
- Navigate to the location where the Solution installer is installed: (By default, C:\Program Files (x86) \Metalogix\Diagnostic Manager\Component Analysis), then double-click Setup[version].

Note: Make sure you choose the installer that is compatible with the version of SharePoint that you are running (2007, 2010, or 2013). For SharePoint 2016, you can use the 2013 version of the installer.

4 In the Welcome page, click **[Next]**. The wizard verifies that it can install the solution.

5 *If the Component Analysis Solution Installer can install*, click **[Next]**. *If the wizard detects a problem*, click [**Abort]** to exit the wizard, correct the problem, and then repeat the installation.

6 Check **I accept the terms in the License Agreement**, and then click **[Next]**.

7 Select the Web applications to which you want to deploy the solution, and then click **[Next]** .

The installer begins installation

8 Once the wizard displays the note that all of the operations are complete, click **[Next]**.

9 Review the installation details, and then click **[Close]**.

Upgrading from a Previous Version of Diagnostic Manager

To upgrade from a previous version of Diagnostic Manager:

Run the newest version of the installer. If you are upgrading the Collection Service, you will be prompted to provide the Service Account password.

Due to a database schema changed introduced in version 4.12.119.0, the more data that is contained in the Repository database, the longer the upgrade process will take to complete. During that time, the Collection Service will be unavailable, and if the Management Console is currently in use, the following message will display:
The Collection Service on [server_name] is in the process of initializing. A connection can not be established until initialization finishes. Would you like to retry the connection?

It will not be necessary to re-activate your Diagnostic Manager license.

NOTE: At the end of the upgrade you may be prompted to restart your system. A restart is not necessary, however. If you receive this message click **[No]** to dismiss it.

If you are upgrading from a version of Diagnostic Manager older than 4.8 and are monitoring one or more O365 Tenants, you will receive an alert to provide Office 365 Authentication using the Edit Farm option.

To upgrade the Component Analysis Solution:

After upgrading Diagnostic Manager, on a Web Front End in the monitored farm, run the Component Analysis Solution **Setup** program that is appropriate for your version of SharePoint. It is located in the folder C:/Program Files (x86)/Metalogix/Diagnostic Manager/ComponentAnalysis.